



# State of Indiana Voice as a Service (Sol VaaS)

IOT Services Catalog Product 1186

## Service Catalog



# Sol VaaS Service Catalog

## Introduction

The purpose of the catalog contained on the following pages is to provide a dynamically updated list of services and associated costs for the new State-wide phone system known as State of Indiana Voice as a Service (Sol VaaS).

Below are some important factors to keep in mind when reviewing the Catalog:




- The two primary factors in determining the monthly cost of the service are the Phone Model and the Profile Type.
- The service has been designed so the vast majority of user's needs can be met with the Model 7841 and the Basic Profile.
- **Special Note: An Enhance Profile is not a requirement for a video phone.**

It is also important to understand the role of Jabber in this new service:

- What is Jabber?
  - Jabber is an all-in-one communication tool that streamlines communications and enhances productivity by unifying instant messaging, presence, video, voice, voice messaging, screen sharing, and conferencing capabilities securely into one client on your device (desktop, laptop, or other mobile device).
- What does Jabber cost?
  - Jabber is free and included in the Basic Profile for a single device (handset (hard phone), laptop, desktop, or mobile device)
  - To use Jabber on multiple devices you have two options:
    - ❖ Upgrade to a Basic Plus profile for an additional \$2.00 per month or
    - ❖ Switch to an Enhance Profile that includes Jabber on up to 10 clients
  - *NOTE: Even with the Basic Profile, Jabber can be installed on multiple clients at no additional cost with all features available except for voice calling functionality.*







# Sol VaaS Service Catalog

## Hardware Comparison

	7841	7861	8811	8841	8851	8861
						
	Base Model	Base Model	Base Model	Base Model	Base Model + Key Expansion Module	Base Model + Key Expansion Module
Number of line appearances	4	16	5	5	5	5
Maximum Lines/Calls Waiting	4	4	6	6	6	6
Maximum Concurrent Calls (ad-hoc Conferencing)	16	16	16	16	16	16
Key Expansion Modules (Side Cars) Supported	-	-	-	-	2	3
Basic Price	\$18.62	\$22.84	\$24.21	\$23.32	\$26.18	\$28.07
Basic Plus	\$20.62	\$24.84	\$26.21	\$25.32	\$28.18	\$30.07
Enhanced Price	\$25.01	\$29.23	\$30.06	\$29.71	\$32.57	\$34.46
Misc. Price	\$15.54	\$19.76	\$20.13	\$20.24	\$23.10	\$24.49
Cisco Part No.	CP-7841-K9	CP-7861-K9	CP-8811-K9	CP-8841-K9	CP-8851-K9	CP-8861-K9
AUX port			✓	✓	✓	✓
USB					✓	✓
Bluetooth					✓	✓
MRA Capable	✓	✓	✓	✓	✓	✓

# Sol VaaS Service Catalog

## Hardware Comparison

	8865	8845	7832	8832	8800	8821
						
	Base Video Model + Key Expansion Module	Base Video Phone (Bluetooth)	Base Conference Phone	Business-Class Conference Phone	Key Expansion Module	Wireless IP Phone
Number of line appearances	5	5	1	1	36	1
Maximum Lines/Calls Waiting	6	6	4	4	-	6
Maximum Concurrent Calls (ad-hoc Conferencing)	16	16	16	26	-	16
Key Expansion Modules (Side Cars) Supported	3	-	-	-	-	-
Basic Price	\$27.90	\$24.49	-	-	-	\$22.56
Basic Plus	\$29.90	\$26.49	-	-	-	\$19.56
Enhanced Price	\$34.29	\$30.88	-	-	-	\$28.70
Misc. Price	\$24.82	\$21.41	\$21.84	\$25.80	-	\$19.48
Cisco Part No.	CP-8865-K9	CP-8845-K9	CP-8831-K9	CP-7832-K9	CP-BEKEM	CP-8821-K9-BUN
AUX port	✓	✓				
USB	✓					✓
Bluetooth	✓	✓				✓
MRA Capable	✓	✓				

# Sol VaaS Service Catalog

## Profile Comparison

	Basic	Basic Plus	Enhanced	Miscellaneous	Voicemail Only	Room-Based Video
Basic features	✓	✓	✓	✓	-	✓
Max number of devices	1	2	10	1	-	1
Extension Mobility	✓	✓	✓	✓	-	-
Point-to-point Video	✓	✓	✓	✓	-	✓
Analog Device Support (Voice Gateway or ATA attached devices)	-	-	-	✓	-	-
Voicemail	✓	✓	✓	-	✓	-
Cisco Jabber	✓	✓	✓	-	-	-
Informacast	-	-	✓	-	-	-
Multi-point Video Conference Bridge	-	-	✓	-	-	✓
Voice-enabled Cisco Jabber on Multiple Devices	-	-	✓	-	-	-

# Sol VaaS Service Catalog

## Basic Service Features

Basic Feature	Feature Description
Call Forwarding	Allows calls made to one number to be forwarded to another specified number.
Call History	Also called Call Activity, is a record of all of your inbound and outbound calls.
Call Hold	No verbal communication is possible until the call is removed from hold.
Call Mute	Allows a host to block the broadcast of audio during a call.
Call Transfer Blind	Ability to transfer the caller to another destination without speaking to the destination first.
Call Transfer Consult	Transfers a call to another destination after speaking to the new destination.
Call Waiting	Receive a notification of an incoming call
Call Conferencing	Allows user to join two or more callers together at the same time.
Dial by Name	Ability to enter the extension of the person to contact to be directed to that extension.
Do Not Disturb (DND)	Includes Call Reject and Ringer Off.
Last Number Redial	Dial most recently dialed number
Message Waiting Indicator	A flashing LED light on the phone handset.
On-Hold Dialing	Current call is put on hold when initiating another call.
Privacy -Do Not Disturb	Inbound call is diverted to voicemail.
Speakerphone	Voice call is heard through phone speakers instead of the handset

# Sol VaaS Service Catalog

## Voicemail Service Features

Voicemail Functions	Function Description
Global Voicemail Access	Ability to access voice mail box from any phone.
Voicemail to Email	Voicemail notification delivers .wav file voicemail message in email inbox.
Private Message Capability	Ability to mark a voicemail private so that the recipient knows to treat it confidentially. A private message cannot be forwarded.
Urgent Message Tagging	Ability to mark a voicemail urgent so it is sent before regular message.
Shared Mailboxes	Voicemail mailbox accessible between multiple phones.
Greeting Mailboxes	Allows you to record personal greetings heard prior to leaving voicemail.
Delivery of Receipt and Read Receipt	Ability to verify a message was received and / or read.
Directory Integration	Ability to integrate a corporate directory into a voice application to enable user lookups so users can dial contacts quickly after looking up their numbers in the directory.
Distribution List	Voicemail message sent to more than one phone at a time.
Alternate Greeting	Different greeting played based on time of day, day of week, holiday or vacation configuration.
Call routing capabilities	Key pressed during voicemail message routes call to alternate destination (e.g. 0 out to operator).

# Sol VaaS Service Catalog

## Additional Service Features

Auto Attendant Functions	Feature Description
Dial by Name	Call routes by DTMF name key press.
Dial by Extension	Call routes by Extension key press.
Time of Day Routing	Calls route accordingly based on time of day.
Day of Week Routing	Calls route accordingly based on day of week.
Holiday Routing	Calls route accordingly based on holiday schedule.
<b>911 Enable (E911)</b>	
Send enhanced location information to PSAP.	911 call sends correct location info to Public Safety Answering Point.
Notification via email and 911 client to security desk.	Security desk receives an email when a 911 call is made.
Conference in security desk to 911 call.	Security desk can be conferenced in on calls to 911.
<b>Call Detailed Reporting</b>	
Reporting and Search	Ability to search and report on Call Detail Records (CDRs) which provide important data about calls, including the date and time for the call, who made the call, the reason why the call ended.
Daily / weekly / monthly reports	Ability to schedule daily, weekly, or monthly reports for call detail records.
Query capabilities	Ability to query on call detail records.



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## Additional Services

Service	Monthly Cost	Description
Room-Based Video	\$59 per endpoint	<p>Customers with the need to accommodate larger numbers of participants would have a need for larger video endpoints. For this reason, Service Provider offers a Room Based Profile that is designed to support use of room based video endpoints such the Cisco SX Series, C Series, MX Series, and Telepresence Systems, that are not used as desktop or personal devices. The Room Based Multi-Point Conferencing Bridge accommodates up to 25 audio and video endpoints. This provides the host with an access code that they can include on meeting invitations to invite other video and/or audio endpoints. The meeting has a passcode to secure and also provides for custom screen layouts and the ability to share content.</p> <p>Note: Each Room Based Profile has one (1) Multi-Point Bridge included in the cost of the profile.</p>
Additional DID	\$7.27 per user	<p>For users that require an additional DID/extension in addition to their primary DID/extension.</p>
Voicemail Only	\$4.25	<p>The VoiceMail Only Profile is provided for users who do require a corporate DID and voice mail box, but will not be using any endpoint, neither hard-phone nor Jabber client, to answer nor make calls. An inbound DID is provided as well as a voice mail box. Calls inbound to the DID will cover immediately to voicemail. VoiceMail Only Users will be able to retrieve, forward, manipulate voicemails from any phone, or have voice messages delivered to their email (depending on corporate policy for voice-to-email transactions).</p>
Low Use Phone	\$100 One-time setup fee, Charged monthly as a Miscellaneous Profile only when used.	<p>A phone placed in an area with the potential for only being used in extreme emergency situations. The phone uses a miscellaneous profile but is only charged the miscellaneous fee for the months when the device is actually in use. The phone is always activated and ready to make calls. Low Use Phone can be placed in areas such as prison tunnels where the phone is only used in riot situations. Neither voicemail nor a user is assigned to the phone.</p>

# Sol VaaS Service Catalog

## Call Recording Profile Comparison and FAQ

	Basic	Enhanced
Monthly cost per phone recorded	\$10	\$20
User console	✓	✓
Supervisor console	✓	✓
Full-time recording	✓	✓
Random recording	✓	✓
Business rule based recording	✓	✓
On-Demand recording	✓	✓
Live call monitoring	-	✓
Screen capture NOTE: Desktop client required	-	✓
Quality Management Scorecards	-	✓

### Frequently Asked Questions

Can the archive of the recordings be accessed by designated (management) personnel?

- Yes

Can the archive of calls be maintained for a period of 3-6 months? This allows the supervisor to review calls for evaluation purposes.



- Yes, current plans are to maintain on-server storage for at least 3 months.

Can calls be saved locally to allow for long-term archival?

- Yes, files can be saved in .WAV file format.

# Sol VaaS Service Catalog

## Cisco 7800 Series Phones

Cisco IP Phone 7841					Cisco IP Phone 7861				
									
Profile					Profile				
Phone Type	Basic	Basic Plus	Enhanced	Miscellaneous	Phone Type	Basic	Basic Plus	Enhanced	Miscellaneous
CBTS Pass-through Product 1186	\$14.45	16.45	\$20.84	\$11.37	CBTS Pass-through Product 1186	\$18.67	20.67	\$25.06	\$15.59
Telecom Management Product 1188	\$4.17	\$4.17	\$4.17	\$4.17	Telecom Management Product 1188	\$4.17	\$4.17	\$4.17	\$4.17
<b>Total Cost</b>	\$18.62	\$20.62	\$25.01	\$15.54	<b>Total Cost</b>	\$22.84	\$24.84	\$29.23	\$19.76

### Basic Information



Basic Description	Base Model (4 line appearances)	Basic Description	Base Model with 16 line appearances
Scenario in which this should be ordered:	Primary choice for basic usage	Scenario in which this should be ordered:	When more than 4 programmable lines/keys are needed

### Features

Display	3.5 inch - 396×162 pixels - grayscale	Display	3.5 inch - 396×162 pixels - grayscale
Speaker phone	Yes	Speaker phone	Yes
Headset Port	Yes	Headset Port	Yes
User-adjustable ring tones	Yes	User-adjustable ring tones	Yes
Video Quality	N/A	Video Quality	N/A
Key Expansion	No	Key Expansion	No
Number of line appearances	4	Number of line appearances	16
Ethernet Connection	10/100/1000	Ethernet Connection	10/100
USB	No	USB	No
Bluetooth	No	Bluetooth	No
Wi-Fi (802.11n)	No	Wi-Fi (802.11n)	No
Wall-mountable	Yes	Wall-mountable	Yes



# Sol VaaS Service Catalog

## Cisco 8800 Series Phones (page 1)

Cisco IP Phone 8811					Cisco IP Phone 8841				
	Profile					Profile			
Phone Type	Basic	Basic Plus	Enhanced	Miscellaneous	Phone Type	Basic	Basic Plus	Enhanced	Miscellaneous
CBTS Pass-through Product 1186	\$20.04	\$22.04	\$26.43	\$16.96	CBTS Pass-through Product 1186	\$19.15	\$21.15	\$25.54	\$16.07
Telecom Management Product 1188	\$4.17	\$4.17	\$4.17	\$4.17	Telecom Management Product 1188	\$4.17	\$4.17	\$4.17	\$4.17
Total Cost	\$24.21	\$26.21	\$30.60	\$21.13	Total Cost	\$23.32	\$25.32	\$29.71	\$20.24
Basic Information									
Basic Description	Base Model with localized grayscale language display				Basic Description	Base Model with localized color language display			
Scenario in which this should be ordered:	When a larger screen and additional programmability is needed				Scenario in which this should be ordered:	When a larger color screen and additional programmability is needed			
Features									
Display	5 inch widescreen – 800x400 pixels – grayscale				Display	5 inch widescreen – 800x400 pixels - color			
Speaker phone	Yes				Speaker phone	Yes			
Headset Port	Yes				Headset Port	Yes			
User-adjustable ring tones	Yes				User-adjustable ring tones	Yes			
Video Quality	N/A				Video Quality	N/A			
Key Expansion	No				Key Expansion	Bo			
Number of line appearances	5				Number of line appearances	5			
Ethernet Connection	10/100/1000				Ethernet Connection	10/100/1000			
USB	No				USB	No			
Bluetooth	No				Bluetooth	No			
Wi-Fi (802.11n)	No				Wi-Fi (802.11n)	No			
Wall-mountable	Yes				Wall-mountable	Yes			



# Sol VaaS Service Catalog

## Cisco 8800 Series Phones (Page 2)

Cisco IP Phone 8851					Cisco IP Phone 8861				
									
	Profile					Profile			
Phone Type	Basic	Basic Plus	Enhanced	Miscellaneous	Phone Type	Basic	Basic Plus	Enhanced	Miscellaneous
CBTS Pass-through Product 1186	\$22.01	\$24.01	\$28.40	\$18.93	CBTS Pass-through Product 1186	\$23.90	\$25.90	\$30.29	\$20.82
Telecom Management Product 1188	\$4.17	\$4.17	\$4.17	\$4.17	Telecom Management Product 1188	\$4.17	\$4.17	\$4.17	\$4.17
Total Cost	\$26.18	\$28.18	\$32.57	\$23.10	Total Cost	\$28.07	\$30.07	\$34.46	\$24.99
Basic Information									
Basic Description	Base Model + Sidecar capabilities (2)				Basic Description	Base Model + Sidecar capabilities (3)			
Scenario in which this should be ordered:	When you want a high/ large resolution color display				Scenario in which this should be ordered:	When you want a high/ large resolution color display			
Features									
Display	5 inch widescreen – 800x400 pixels - color				Display	5 inch widescreen – 800x400 pixels - color			
Speaker phone	Yes				Speaker phone	Yes			
Headset Port	Yes				Headset Port	Yes			
User-adjustable ring tones	Yes				User-adjustable ring tones	Yes			
Video Quality	N/A				Video Quality	N/A			
Key Expansion	Yes (2 sidecars and 72 additional lines/feature keys)				Key Expansion	Yes (3 sidecars and 108 additional lines/feature keys)			
Number of line appearances	5				Number of line appearances	5			
Ethernet Connection	10/100/1000				Ethernet Connection	10/100/1000			
USB	No				USB	No			
Bluetooth	No				Bluetooth	No			
Wi-Fi (802.11n)	No				Wi-Fi (802.11n)	Yes			
Wall-mountable	Yes				Wall-mountable	Yes			

# Sol VaaS Service Catalog

## Cisco 8800 Series Video-capable Phones

Cisco IP Phone 8845										Cisco IP Phone 8865									
					Profile										Profile				
Phone Type					Basic	Basic Plus	Enhanced	Miscellaneous	Phone Type					Basic	Basic Plus	Enhanced	Miscellaneous		
CBTS Pass-through Product 1186					\$20.32	\$22.32	\$26.71	\$17.24	CBTS Pass-through Product 1186					\$23.73	\$25.73	\$30.12	\$20.65		
Telecom Management Product 1188					\$4.17	\$4.17	\$4.17	\$4.17	Telecom Management Product 1188					\$4.17	\$4.17	\$4.17	\$4.17		
Total Cost					\$24.49	\$26.49	\$30.88	\$21.41	Total Cost					\$27.90	\$29.90	\$34.29	\$24.82		
Basic Information																			
Basic Description					Base Video Phone w/Bluetooth					Basic Description					Base Video Model + Sidecar capabilities (3)				
Scenario in which this should be ordered:					When you want basic video capabilities					Scenario in which this should be ordered:					When you want a large/resolution color display				
Features																			
Display					5 inch widescreen – 800x400 pixels – color					Display					5 inch widescreen – 800x400 pixels - color				
Speaker phone					Yes					Speaker phone					Yes				
Headset Port					Yes					Headset Port					Yes				
User-adjustable ring tones					Yes					User-adjustable ring tones					Yes				
Video Quailty					720p HD					Video Quality					720p HD				
Key Expansion					No					Key Expansion					Yes (3 sidecars and 113 additional lines/feature keys)				
Number of line appearances					5					Number of line appearances					5				
Ethernet Connection					10/100/1000					Ethernet Connection					10/100/1000				
USB					No					USB					Yes				
Bluetooth					Yes					Bluetooth					Yes				
Wi-Fi (802.11n)					No					Wi-Fi (802.11n)					Yes				
Wall-mountable					Yes					Wall-mountable					Yes				


# Sol VaaS Service Catalog

## Cisco Conference Phones

<div>Cisco IP Phone 7832 (Business Conference Phone)</div>		<div></div>		<div>Cisco IP Phone 8832 (Business Conference Phone)</div>		<div></div>	
		Profile				Profile	
Phone Type		Miscellaneous		Phone Type		Miscellaneous	
CBTS Pass-through Product 1186		\$17.17		CBTS Pass-through Product 1186		\$21.13	
Telecom Management Product 1188		\$4.17		Telecom Management Product 1188		\$4.17	
Total Cost		\$21.34		Total Cost		\$25.30	
Basic Information				Basic Information			
Basic Description		Business Conference Phone		Basic Description		Business Conference Phone	
Scenario in which this should be ordered:		Small Conference Room		Scenario in which this should be ordered:		Medium to Large Conference Room	
Features				Features			
Display		3.4 inch screen - 384 x 128 pixels - color		Display		3.9 inch screen - 480 x 128 pixels - color	
Speaker phone		Yes		Speaker phone		Yes	
User-adjustable ring tones		N/A		User-adjustable ring tones		N/A	
Video Quailty		N/A		Video Quailty		N/A	
Key Expansion		No		Key Expansion		No	
Number of line appearances		1		Number of line appearances		1	
Ethernet Connection		10/100		Ethernet Connection		10/100	
USB		No		USB		No	
Bluetooth		No		Bluetooth		No	

# Sol VaaS Service Catalog







## Cisco Wireless IP Phones

<b>Cisco Wireless IP Phone 8821</b> 	
	<b>Profile</b>
<b>Phone Type</b>	Basic Basic Plus Enhanced Miscellaneous
CBTS Pass-through Product 1186	\$17.89 \$14.89 \$24.03 \$14.81
Telecom Management Product 1188	\$4.17 \$4.17 \$4.17 \$4.17
<b>Total Cost</b>	\$22.06 \$19.06 \$28.20 \$18.98
<b>Basic Description</b>	Wireless (WiFi) IP Phone
<b>Scenario in which this should be ordered:</b>	Scenarios where on-campus mobility is required
<b>Display</b>	2.4 inch 240x320 pixel color
<b>Speaker phone</b>	Yes
<b>Headset Port</b>	Yes (3.5mm headset jack)
<b>User-adjustable ring tones</b>	Yes
<b>Battery – Talk time</b>	13 hours
<b>Battery – Standby</b>	240 hours
<b>Number of line appearances</b>	6
<b>Ethernet Connection</b>	N/A
<b>USB</b>	Yes
<b>Bluetooth</b>	Yes
<b>Wi-Fi (802.11n)</b>	Yes
<b>Wall-mountable</b>	N/A



# Sol VaaS Service Catalog

## Cisco IP Phone Add-ons

Product Number		Description	Additional Cost (One-time Charge)
CP-7800-WMK		Wall Mount Kit for 7800 Series Devices	\$25.56
CP-8800-WMK		A non-lockable wall mount kit available for the Cisco IP Phone 8800 Series. This wall kit applies to Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861.	\$25.69
CP-8800-VID-WMK		A lockable wall mount kit installed on the Cisco IP Phone 8845, 8865, and 8865NR.	\$32.40
CP-PWR-CUBE-3		IP Phone power transformer for the 7800 phone series and 8831 Conference Phone	\$15.35
CP-PWR-CUBE-4		IP Phone power transformer for the 8800 phone series (excluding the 8831 Conference Phone)	\$22.17
CP-MIC-WIRED-S		Wired Microphone Kit for Cisco IP Conference Phone 8831	\$110
CP-8831-MIC-WRLS		Wireless Microphone Kit for Cisco IP Conference Phone 8831	\$220
CP-DSKCH-8821-BUN		Cisco Wireless IP Phone 8821 Desktop Charger and Speakerphone	\$64.79
CP-MCHGR-8821-BUN		Cisco Wireless IP Phone 8821 Multi-Charger, supports charging of up to 6 phones at the same time	\$237
CP-BCLIP-8821		Cisco Wireless IP Phone 8821 Belt Clip	\$11.94
CP-LCASE-8821		Cisco Wireless IP Phone 8821 Leather Case	\$17.05

# Sol VaaS Service Catalog

## Cisco IP Phone Add-ons

Product Number	Description	Additional Cost (One-time Charge)
CP-8832-MIC-WIRED=	Wired Microphone Kit for Cisco IP Conference Phone 8832	\$150.00
CP-8832-MIC-WLS=	Wireless Microphone Kit for Cisco IP Conference Phone 8832	\$250.00
CP-7800-HS-CORD	Spare handset cord for Cisco IP Phone 7800 Series	\$10.00
CP-DX-HS=	Series Wideband Headset for 7800/8800 Series	\$16.00

# Sol VaaS Service Catalog

## Cisco 8800 Key Expansion Module

Cisco IP Phone 8800  
Key Expansion Module



Total Monthly Cost	\$6.83	Requires one of the following phone models: 8851, 8861 or 8865
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### Basic Information

Basic Description	The Cisco IP Phone 8800 Key Expansion Module extends the capabilities of Cisco IP Phone 8851, 8861, and 8865 models with additional buttons and a color LCD display. This key expansion module adds 18 physical keys with access to 18 additional keys, using the page keys, for a total of 36 additional keys. You can connect up to three 8800 KEMS to the IP Phone 8861 and 8865, and up to two 8800 KEMS to the IP Phone 8851. The 8800 KEM comes with a foot stand and all necessary hardware to connect it directly to the base device in the traditional side-by-side fashion.
Scenario in which this should be ordered:	When you need to determine the status of numerous lines beyond Cisco IP Phone 8851, 8861, and 8865 models

### Features

Graphical Display	4.3-inch - 480 x 272 pixels - color
Number of phones supported	3
Articulation	You can articulate the display to match the same angle as the Cisco IP Phone 8851, 8861, and 8865 that it is connected to.
Directory-number and feature buttons	18 physical buttons (36 using page keys)
Page buttons	Two page buttons to access each of the 18 buttons